**IT Application Support Requirements:**

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| Attributes | Essential criteria | Desirable criteria |
| Education, Qualifications and Training | * HND in ICT, Computer Science or equivalent, or evidence of relevant experience. * Evidence of a commitment to continuous learning and development. | * Keeping up to date with software trends and developments. * Hold a current driving licence and have business use insurance on own vehicle to enable travel to alternative sites |
| Experience and Knowledge | * Understanding of data and information management. * Knowledge of the major computer components, relational databases, computer operating system functionality and concepts. * Awareness of GDPR protection principles and of their application. * Experienced use of Office 365, including a grasp of Excel. * Knowledge and experience of business technology to improve service delivery. | * Knowledge and experience of Education case management systems. * An understanding of the Education Service. * Experience of system implementation. * Knowledge of system interactivity, integration (APIs). * Experience of delivering training and / or of producing user guidance documentation * Experience of customer service. * Experience of user acceptance testing. * Experience of customer and partner web portals and understanding web technologies e.g. HTML, CSS * An understanding of computer programming language e.g. , SQL. * An understanding of project management concepts and ITIL. |
| Ability and Skills | * Excellent analytical and problem-solving skills. * Demonstrate excellent verbal and written communication and interpersonal skills. * Ability to follow complex instructions. * Ability to work on own initiative, and take appropriate actions * Able to work collaboratively, as part of a team. * Ability to write clearly understood, concise instructions and guidance using Plain English. * Good organisation skills, able to prioritise conflicting demands, meet deadlines and remain calm under pressure. * Accuracy and attention to detail. * Excellent customer service skills for internal and external customers * Ability to learn new concepts and operating systems/processes. | * Ability to work remotely and on-site in North Northamptonshire. * Able to provide a service to customers in a positive, helpful and supportive manner. |
| Behaviours | * Professional attitude and demeanour, having a positive, proactive, methodical, organised and helpful approach to work. * Flexible approach and able to work outside normal working hours as required. * Take responsibility for the work, seeing tasks through to completion. * Enthusiastic and positive about making changes and improvements that benefit the customer and the Council. |  |
| Equal Opportunities | * Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors | * Willingness to build professional relationships with staff and the suppliers. * Willingness to undertake further training and development as required for the post. |  |